

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

IMO Pump, Inc.

Kentucky Manufacturing Assistance Center

Imo Pump Prepares For Ts-16949 Quality Certification

Client Profile:

IMO Pump, Inc., located in Columbia, Kentucky, is a manufacturer of high-pressure gear pumps and large-production quantity three-screw pumps used in thousands of applications worldwide. Along with a sister plant in Richmond, Virginia, the facility produces pumps for hydrocarbon and chemical processing, crude oil transport, Navy and commercial marine, power generation, pulp and paper, hydraulic elevators, and general industrial machinery. IMO Pump, a division of the Colfax Pump Group, employs approximately 90 people at its Kentucky plant.

Situation:

As a Tier-1 automotive supplier, IMO Pump maintains high levels of quality standards and is certified in both ISO 9002 and QS-9000. These certifications not only meet customer expectations, but also serve the company well in improving operational performance and reducing costs. In approximately three years, certifications to the domestic automotive quality management system (QMS), QS-9000, will expire. Replacing QS-9000 is the new international automotive quality standard ISO/TS-16949. To prepare for this eventuality and to begin understanding and implementing the necessary changes, IMO Pump asked the Kentucky Manufacturing Assistance Center (KMAC), a NIST MEP network affiliate, for training.

Solution:

KMAC arranged for and coordinated the delivery of a three-day TS-16949 Internal Auditor training session. The session included a review and thorough examination of the standard's requirements, as well as a mock audit. Key IMO Pump employees attended the session. With their new knowledge of the revised quality expectations, IMO Pumps' employees made changes to the company QMS that are already generating results.

Results:

- Increased throughput.
- Reduced defect rate.
- Improved customer service and employee skills.
- Improved strategic planning.
- Achieved quality certification.

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Increased sales by \$1 million.

Created 5 new jobs.

Retained 5 jobs.

Increased sales per employee by 5 to 9 percent.

Lowered unit labor costs by 3 to 4 percent.

Testimonial:

“Our project with the Kentucky Manufacturing Assistance Center went very well. They talked our language, knew what we needed, and quickly and professionally provided us the training we required at a very reasonable cost. Our investment in KMAC services was an excellent value when compared to the expected operational and financial benefits to the company.”

David Blakeman, Plant Manager